



## TESSA JOB DESCRIPTION

**JOB TITLE:** Safehouse Manager  
**REPORT TO:** Program Director  
**TIME REQUIREMENT:** 40 hours per week/exempt

**SYNOPSIS:** The Safehouse Manager oversees overall operations of TESSA's 32-bed Emergency Shelter and 24-hour Safeline. The Safehouse Manager is also responsible for planning and maintaining work systems, procedures, and policies that enable and encourage the optimum performance of the people and other resources within the department. The person in this position is also responsible for providing advocacy to Domestic Violence/Sexual Assault (DVSA) clients.

This is a full time position with on call responsibilities.

### RESPONSIBILITIES:

#### MANAGEMENT/SUPERVISION

- Provide direct supervision to shelter program and safeline staff, volunteers and interns (case managers, support services, flex, safeline and operations).
- Ensure that all shelter services (case management, therapy, advocacy, skills-building activities, etc.) offer a trauma informed and holistic approach that compliments shelter program goals and meets the individual, special, and diverse needs of all shelter clients.
- Model appropriate behaviors and client-centered services through regular and on-site interactions with shelter staff and volunteers.
- Provide leadership, professional development opportunities, and staff/volunteer management to enhance team process, functioning, and inclusiveness.
- Collaborate with and provide support to shelter therapists and children's program staff in close coordination with the Program Managers.
- Consciously create a workplace culture that is consistent with TESSA's and that emphasizes the identified mission, vision, guiding principles, and values of TESSA.
- Schedule and facilitate regular shelter staff meetings.
- Develop appropriate, efficient staff coverage, work schedule, and record-keeping protocol for shelter program and safeline.
- Oversee annual appraisals of shelter staff; work with TESSA leadership in all hiring and termination of shelter staff.
- Work with the TESSA leadership in identifying short-term and long-term goals along with performance outcomes that will measure success with clients/callers.
- Assist the development team with grant writing and required reports as requested.
- Participate in the direct-service training for new volunteers.



- Maintain transparent communication. Appropriately communicate organization information through department meetings, one-on-one meetings, and appropriate email and regular interpersonal communication.
- Maintain continuous lines of communication, keeping the Program Director fully informed of all critical issues and providing regular reports that represent the organization's progress in meeting its goals and implementing work plans and policies.
- Work with staff to evaluate shelter services and implement strategies for improvement, as needed.
- Provide direct management of all operational expenses to ensure compliance with funder requirements, agency rules and budget parameters.
- Provide the oversight necessary to track, evaluate and manage necessary statistics on clients, volunteers, and staff.
- Perform other duties and responsibilities, as assigned by the Program Director or Executive Director.

#### **TIC DIRECT ASSISTANCE TO CLIENTS:**

- Provide education, information and support to Safehouse residents and children through advocacy and empowerment-based case management services.
- Deliver programs and services in a manner that is respectful and sensitive to the client's cultural experience.
- Regularly provide trauma-informed crisis intervention, information, referrals, safety planning, and support in person and on the phone. Provide education and information to the client to support informed choices.
- Serve as point person for day-to-day Safehouse operations and issues.
- Work cooperatively with other agencies and individuals involved with the client to assure comprehensive service delivery to the client and children.
- Keep all client information confidential as directed by the client.
- Provide follow up with clients.
- Treat clients with respect, dignity, and empathy.
- Deliver programs and services in a manner that is respectful and sensitive to the clients' cultural experience.
- Assist in developing and maintaining relationships with other shelters and community service agencies.
- Prevent, identify, and remove discriminatory barriers in services provided.
- Develop ongoing knowledge and expertise regarding domestic violence and sexual assault.

#### **CULTURAL INCLUSIVITY**

- Recognize that we hold attitudes and beliefs that can detrimentally influence our perceptions of and interactions with individuals who are diverse from ourselves.
- Recognize the importance of multicultural sensitivity, responsiveness to, knowledge of, and understanding about diversity.
- Apply the principles of multiculturalism and diversity in training and staff development.
- Apply culturally appropriate skills in all interactions with clients, co-workers, volunteers, partner agencies, and other community members.
- Use organizational change processes to support culturally informed organizational policies and procedures.



### **QUALIFICATIONS AND REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skill, and ability required for this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions

- Bachelor's degree in management, social work program and planning, or a related field is preferred.
- Two years of proven experience in supervision and/or management of staff and programs are preferred.
- Two years of experience in human services is required, experience in the fields of domestic violence or sexual assault is preferred.
- Equivalent combination of education and experience may be considered.
- Ability to work with at-risk or special needs populations.
- Strong communication (written and oral) skills.
- Ability to work cooperatively with multi-disciplinary and diverse staff.
- Ability to multi-task and be flexible in a fast-paced environment.
- Understanding of and experience with outcomes-based measurement and evaluation; and
- Displays a positive attitude, works well with others, and accepts direction well.
- Able to work well under stressful and emotionally taxing circumstance and engage in effective self care.
- Able to independently use a computer for word documents, spreadsheets, presentations, email, internet research, data entry and data management.
- Possess vision and hearing sufficient to work on a computer, on the telephone and in person.
- Must be able to remain in a stationary position 50% of the time. Must be able to continually operate computers and other office productivity machinery (i.e., a calculator, copy machine, and computer printer).
- Ability to lift 50lbs, intermittently.
- Experience developing and conducting life skills or educational classes to adults and children is preferred.
- Ability to regularly work weekends, evenings, and occasional overnight shifts.
- Valid driver's license and car insurance with reliable transportation.
- Able to read, write, and speak English.
- Fluency in Spanish and/or American Sign Language is preferred.
- Must be willing to complete and able to pass background and child abuse and neglect history checks.

**TESSA is an equal opportunity employer**  
**This position is open until filled with first review of applicants on 8/14/19**